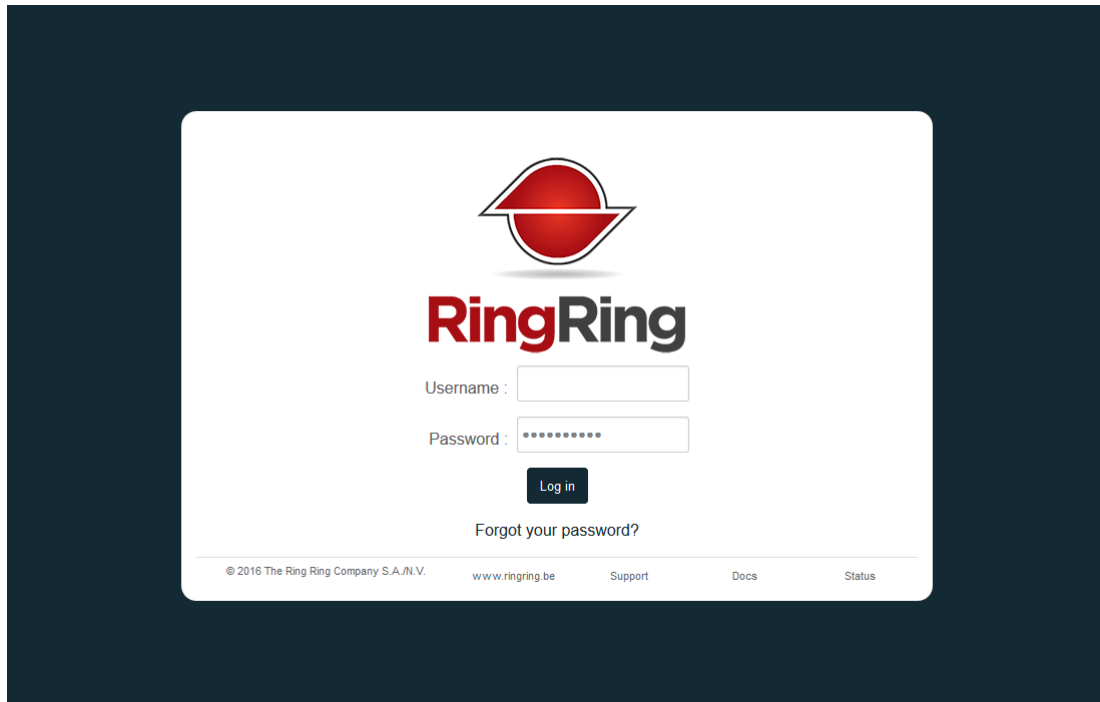


CrisisCommunicationCenter User manual



Contents

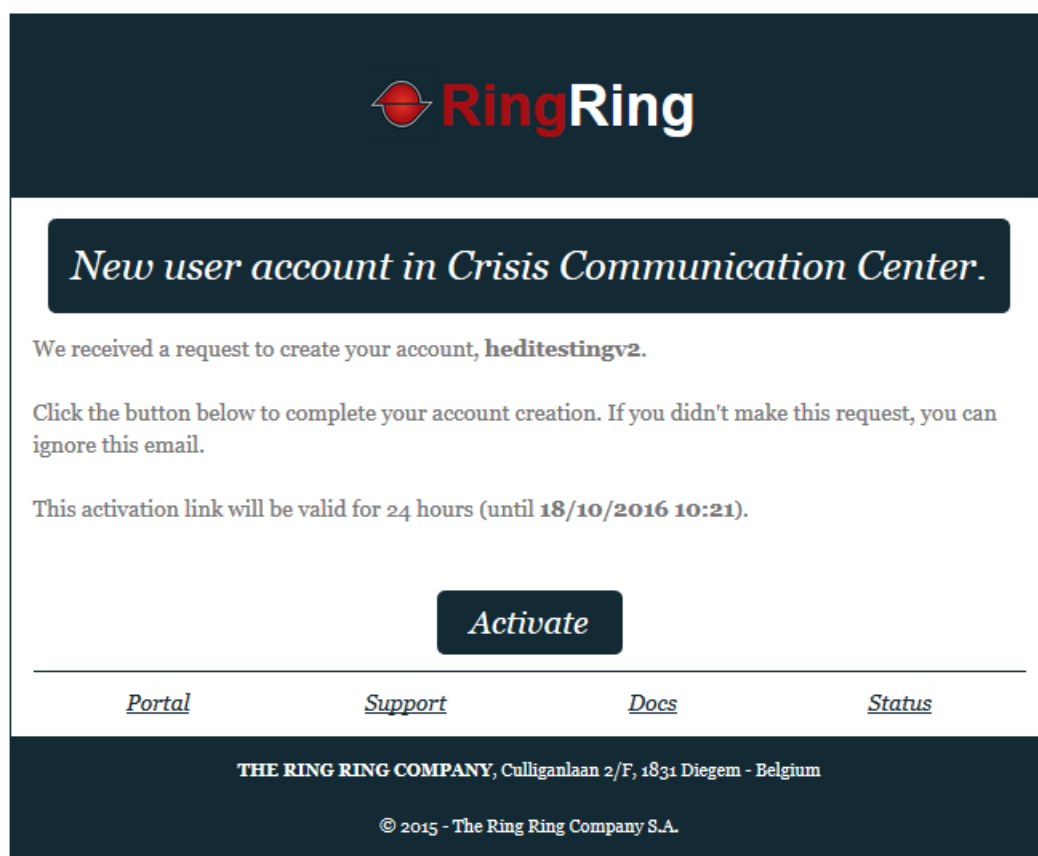
1.1	Account creation and first setup	3
2.1	Introduction	4
2.2	Contact setup.....	5
2.3	Manual contacts & groups management	5
2.4	Automated contacts & groups management (using file upload)	8
3.1	Introduction	12
3.2	Time configuration	12
3.3	SMS configuration	13
3.4	Voice configuration.....	15
3.5	Email configuration.....	17
3.6	Contacts configuration	19
3.7	Sending the alert.....	20
3.8	Report and follow up	22
3.9	Quick alert trigger	23
4.	Settings.....	24
	Top ↑	24
4.1	Contact fields	24
4.2	My Profile	25
4.3	Account Profile	26
4.4	Sub Accounts	27
4.5	Users.....	28
5.	Settings / Templates	30
5.1	Alert Templates.....	30

1. Introduction

[Top ↑](#)

1.1 Account creation and first setup

When subscribing to our CrisisCommunicationCenter, the first step will be to validate the admin account. We will send you an email to activate your account and define a password.



Once done, you can start using the CrisisCommunicationCenter.

Since it is not possible to add new contacts during the trigger or creation of an alert, the first step would be to setup your contacts.

2. Contact management

[Top ↑](#)

2.1 Introduction

It is important that your contacts are ready and up to date. Chances are, you will not have the time to update your contacts when you are in the urgency of triggering an alert.

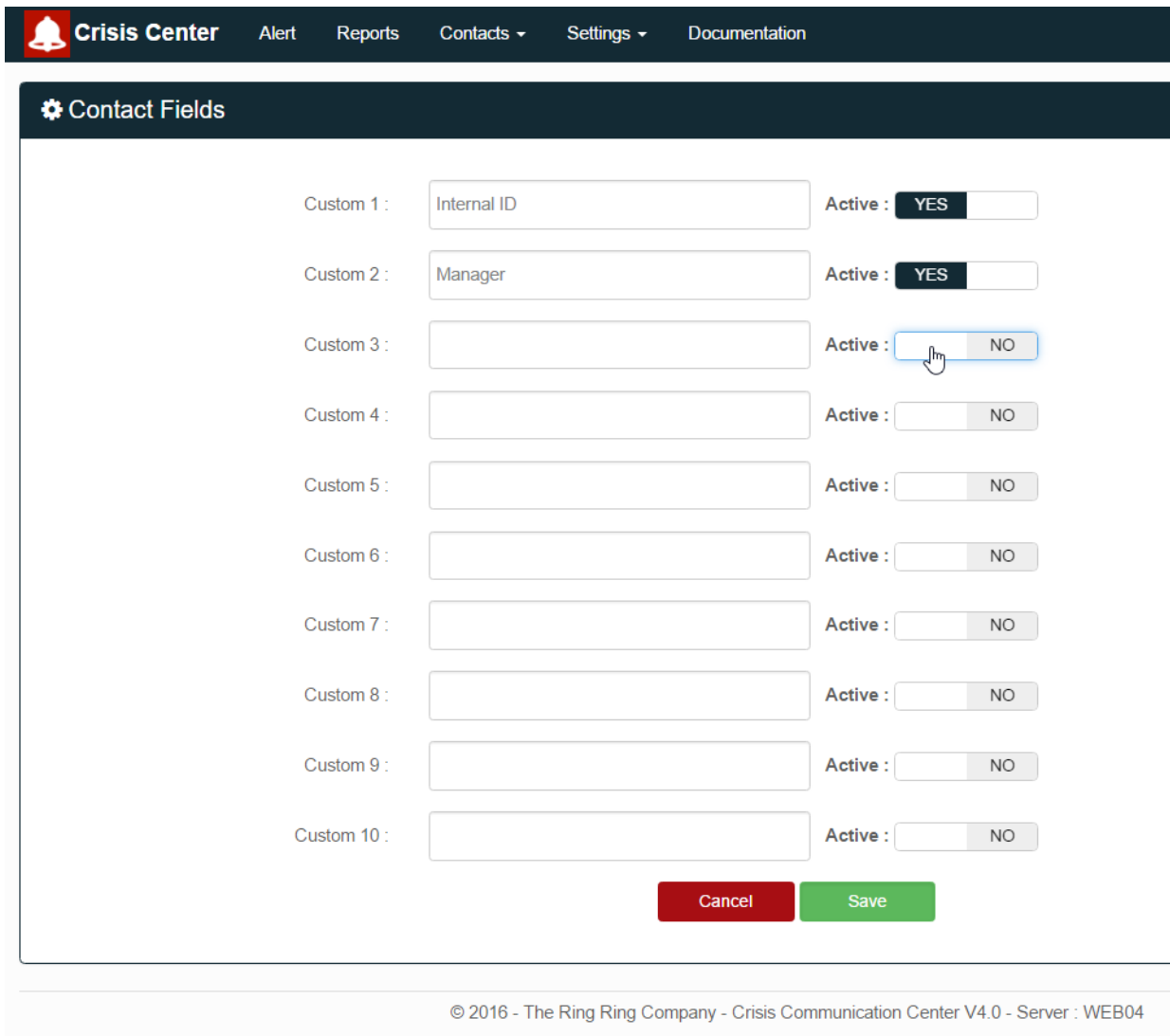
For this reason, we suggest you plan a contact maintenance in your CrisisManagement workflow.

There are multiple tools at your disposal to create/update/delete contacts. We will discuss the manual route and the bulk route. The API route is explained in the separate API documentation you can find inside the tool itself.

2.2 Contact setup

Before working with your contacts, you might want to define customised fields (via the menu Settings/Contact Fields). Those fields will be used every time a contact is used.

You can decide to disable a custom field and enable it back at a later time if needed.




Custom Field	Value	Active
Custom 1 :	Internal ID	YES
Custom 2 :	Manager	YES
Custom 3 :		NO
Custom 4 :		NO
Custom 5 :		NO
Custom 6 :		NO
Custom 7 :		NO
Custom 8 :		NO
Custom 9 :		NO
Custom 10 :		NO


© 2016 - The Ring Ring Company - Crisis Communication Center V4.0 - Server : WEB04

Figure 1: The custom contact fields management page.

2.3 Manual contacts & groups management

Via the Contacts menu, it is possible to manage contacts and group of contacts. It is easier to first create the groups and then the contacts. This allows you to add them in different groups immediately when creating them.


Crisis Center
Alert
Reports
Contacts
Settings
Documentation
dandries - testing david


Contacts

+ Add New Contact
Import Contact
Export Contact
Groups

10 records per page
Search: Search + [ENTER]


ID	FirstName	LastName	Email	Work Phone	Mobile Phone	
	John	Doe		3223342300	32479000000	Edit Delete


Showing 1 to 1 of 1 entries
First
Previous
1
Next
Last

© 2016 - The Ring Ring Company - Crisis Communication Center V4.0 - Server : WEB04

Figure 2 The contact page gives you a clear overview of all your contacts. You can directly edit them from here if needed.

You can simply go to groups and click on New Group to create your groups and Sub Groups.


Crisis Center
Alert
Reports
Contacts
Settings
Documentation
dandries - testing david


Groups

+ Add New Group

10 records per page
Search: Search + [ENTER]

Name	#Contacts	#SubGroups
No data available in table		

Showing 0 to 0 of 0 entries
First
Previous
Next
Last

© 2016 - The Ring Ring Company - Crisis Communication Center V4.0 - Server : WEB04

Figure 3 The groups page gives you an overview of how many contacts and subgroups are in each groups.

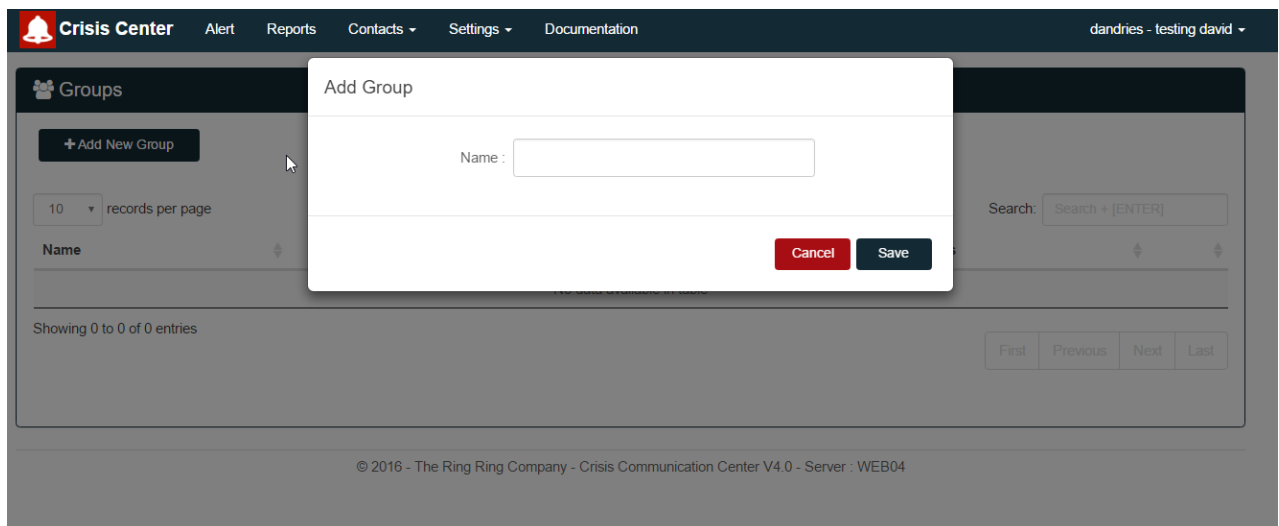


Figure 4 The new group page.

From the Group Settings page, you can edit group settings and their contacts. You can also add subgroups and have an overview of contacts in the group.

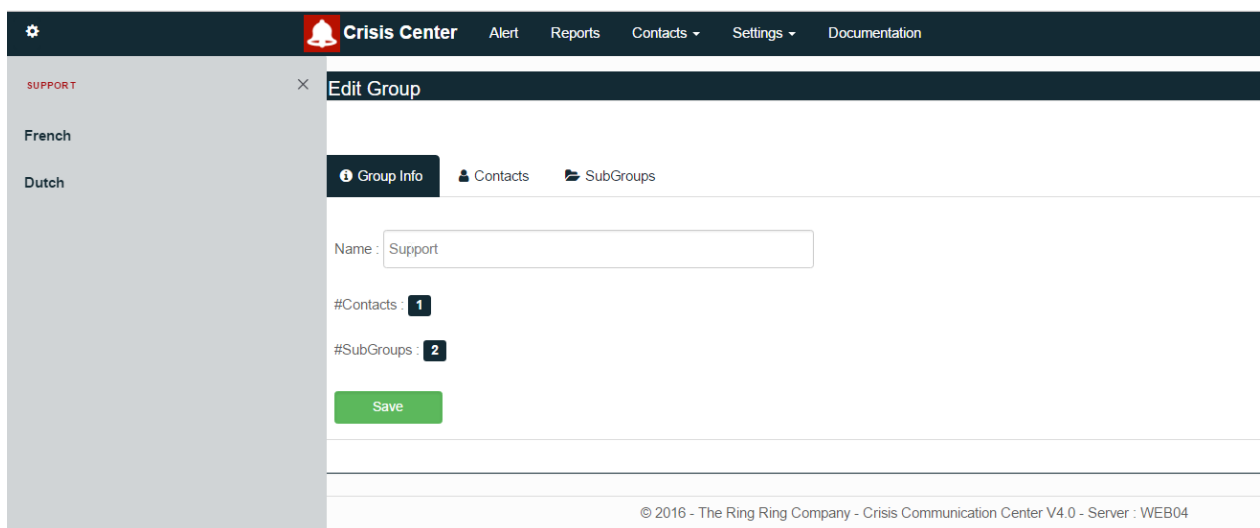


Figure 5 The group settings page allows to change all the settings linked to a group.

When you have defined the groups you wish to use, you can go back to the contacts page and click new contact.

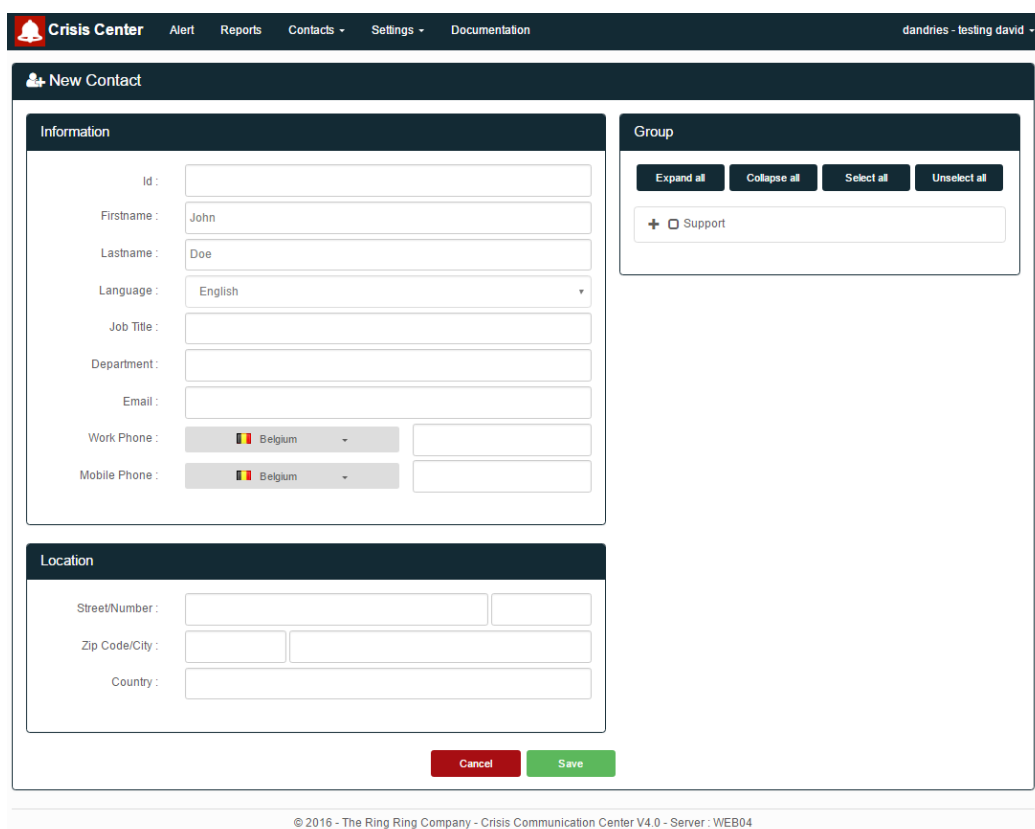


Figure 6 When creating a new contact, you can either complete all the fields or only fill the bare minimum.

Since you have already created your groups, you can choose the groups in which you want the contact to be.

The language defined for the user will define the language of the SMS/Voice/Email he will receive. It is set to English by default.

Contacts can be edited at all times. When an alert is triggered, the latest information will be used. Not the information that was defined at the time the template was created.

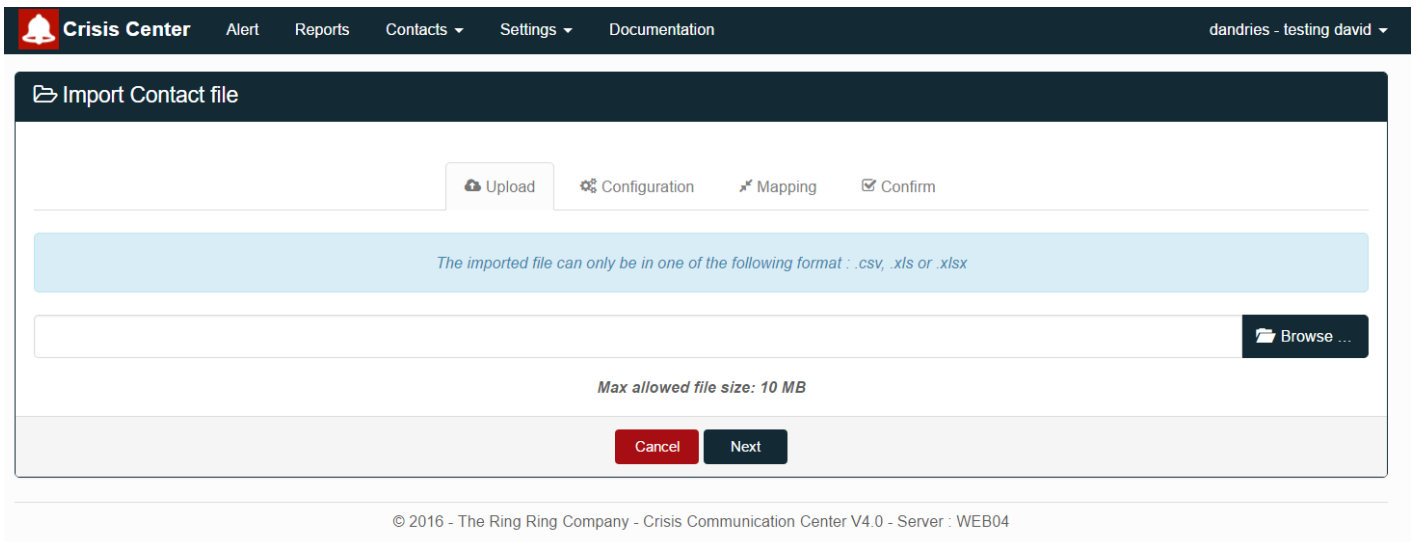
This allows you to update contact information at any given time without having to recreate an entire alert.

2.4 Automated contacts & groups management (using file upload)

When dealing with big amounts of contacts, it is usually easier to work with Excel files.

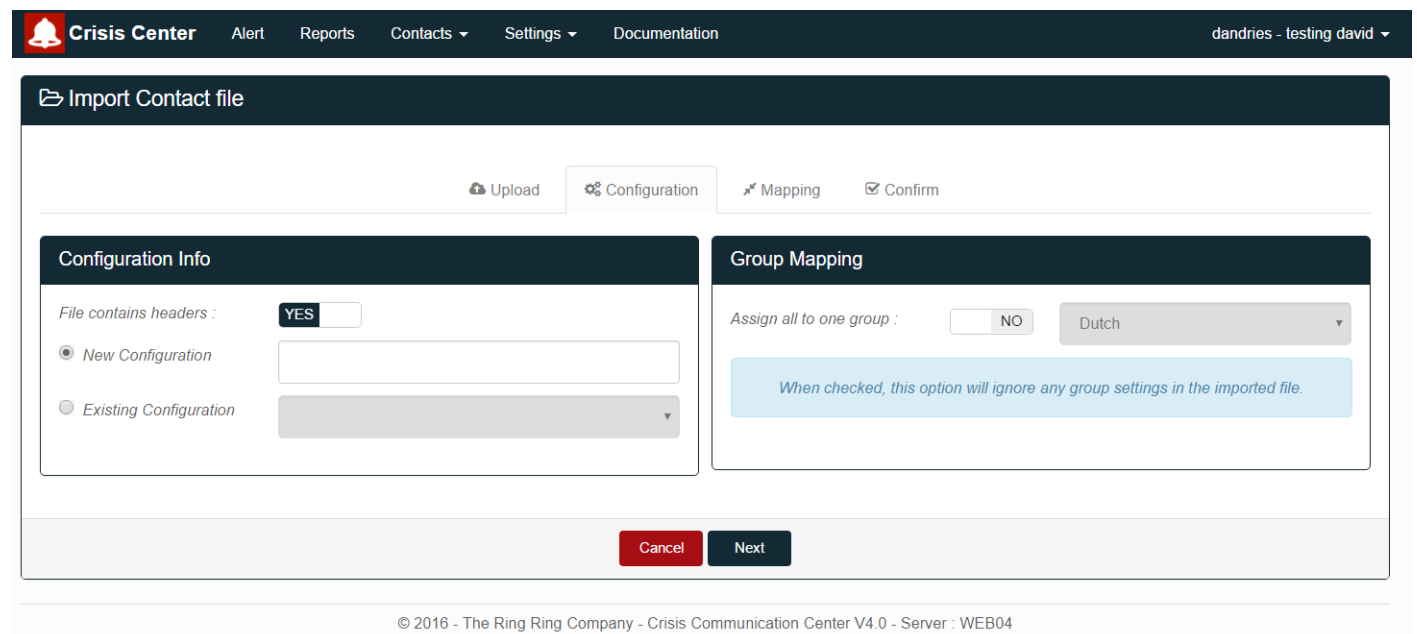
We have developed a custom made importer that will allow you to use most excel layouts without having to edit your excel files to much.

In some cases, the file upload will not work however, if too many macros and interactivity is present in your file. Feel free to contact us if you need help making your file work with the CrisisCommunicationManager.



© 2016 - The Ring Ring Company - Crisis Communication Center V4.0 - Server : WEB04

Figure 7 The contact upload wizard.



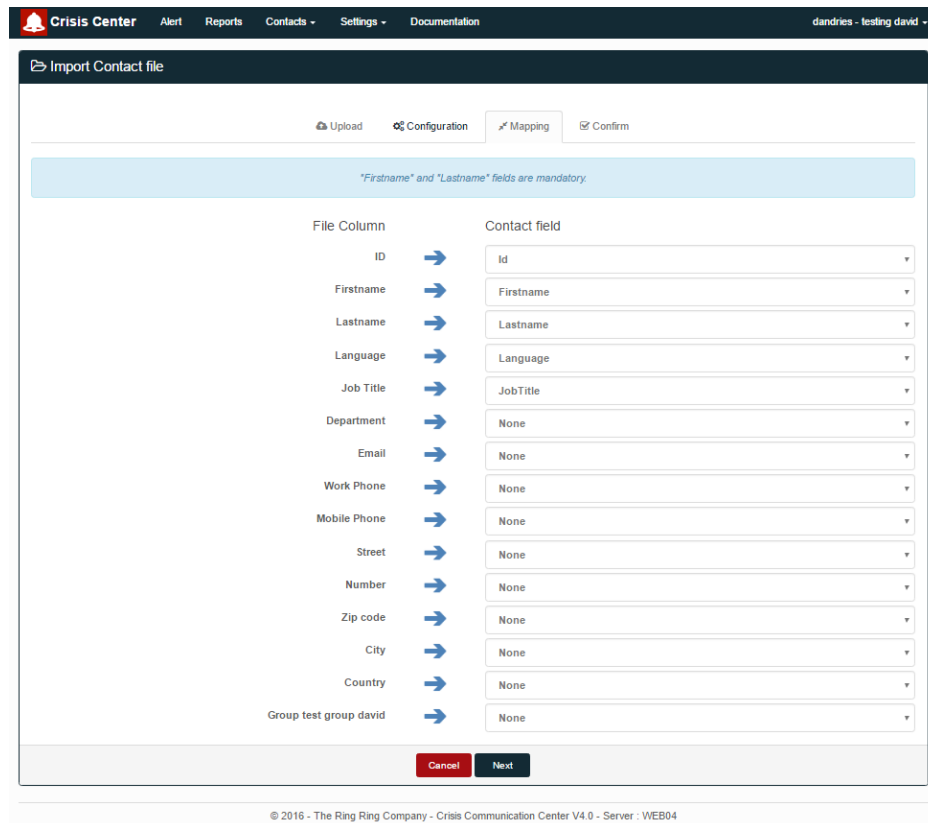
© 2016 - The Ring Ring Company - Crisis Communication Center V4.0 - Server : WEB04

Figure 8 File upload automation.

When uploading a file, you can choose to use an existing configuration or create a new configuration that will be saved for next time. You can delete unused configurations by going to the settings and delete it there. The configuration allows you to map the columns of your Excel file to the contact fields in the CrisisCommunicationCenter.

You can also preselect a group when uploading a file. This allows you to quickly assign users to a specific group if you did not do it in the file.

Hint: The easiest way to have a good file to upload is downloading an export of the existing contacts. This will give you a clear view of which columns to use.



Crisis Center Alert Reports Contacts Settings Documentation dandries - testing david

Import Contact file

Upload Configuration Mapping Confirm

Firstname and *Lastname* fields are mandatory.

File Column	Contact field
ID	Id
Firstname	Firstname
Lastname	Lastname
Language	Language
Job Title	JobTitle
Department	None
Email	None
Work Phone	None
Mobile Phone	None
Street	None
Number	None
Zip code	None
City	None
Country	None
Group test group david	None

Cancel Next

© 2016 - The Ring Ring Company - Crisis Communication Center V4.0 - Server : WEB04

Figure 9 The column mapping screen.

The next screen allows you to map each column of your uploaded file and the existing columns in the CrisisCommunicationCenter. This is the part that will be saved in your configuration so that you do not have to restart the mapping every time you want to upload your contacts.

When uploading a file, contacts that already exist in the system will be updated with the information of the latest file you uploaded.

Import Contact file

Upload

Configuration

Mapping

Confirm

Only the first 10 contacts are shown.

Your file is ready to be imported. Press the 'Confirm' button below to queue the file for processing.

Firstname	Lastname	Mobile Phone
John	Doe	3247700000

Previous

Cancel

Next

© 2016 - The Ring Ring Company - Crisis Communication Center V4.0 - Server : WEB04

Figure 10 Upload preview screen.

Import Contact file

Your file is being imported. You can see your [Contacts](#) or you can see the logs of the [Imported file](#).

Upload

Configuration

Mapping

Confirm

The imported file can only be in one of the following format : .csv, .xls or .xlsx

Browse ...

Max allowed file size: 10 MB

Cancel

Next

© 2016 - The Ring Ring Company - Crisis Communication Center V4.0 - Server : WEB04

Figure 11 Upload confirmation screen.

When a file is uploaded, it is sent to our servers where it will be processed. This might take a few minutes depending on the filesize. You will receive an email when the process is done and your contacts are imported in the tool.

11 | Page

3. Alerts management

[Top ↑](#)

3.1 Introduction


An alert is composed of multiple elements:







- Time configuration
- SMS configuration
- Voice configuration
- Email configuration
- Contacts configuration

By predefining each of those elements, you can create templates so that when the moment comes, you can trigger the alert with a minimum of only two clicks (you need to be authenticated for this).


3.2 Time configuration

The time at which you send an alert can be scheduled or you can send it immediately.

 Execute Alert

 Setup
 SMS Messages
 Voice Messages
 Email Messages
 Groups & Contacts
 Summary

Name

Sending Date/Time ☒ Immediately ☐ Scheduled 

Description

Communication Channels ☐ Sms ☐ Voice ☐ Email

Trigger Methods ☐ Trigger By Mobile

Cancel

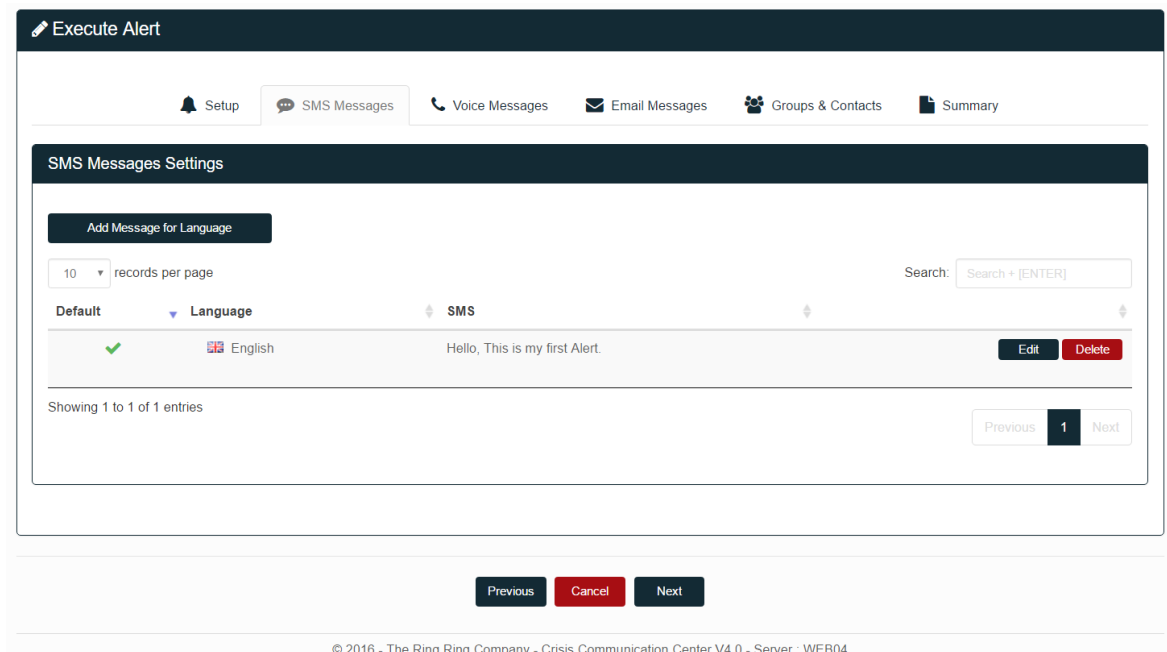
Next

© 2016 - The Ring Ring Company - Crisis Communication Center V4.0 - Server : WEB04

Figure 12 The sending date and time can only be set when sending an alert.

Time configuration only happens when an alert is sent. By default, immediately is selected as the sending date from the alert when using the alert wizard.

3.3 SMS configuration



Execute Alert

Setup SMS Messages Voice Messages Email Messages Groups & Contacts Summary

SMS Messages Settings

Add Message for Language

10 records per page

Search: Search + [ENTER]

Default	Language	SMS
✓	English	Hello, This is my first Alert.

Showing 1 to 1 of 1 entries

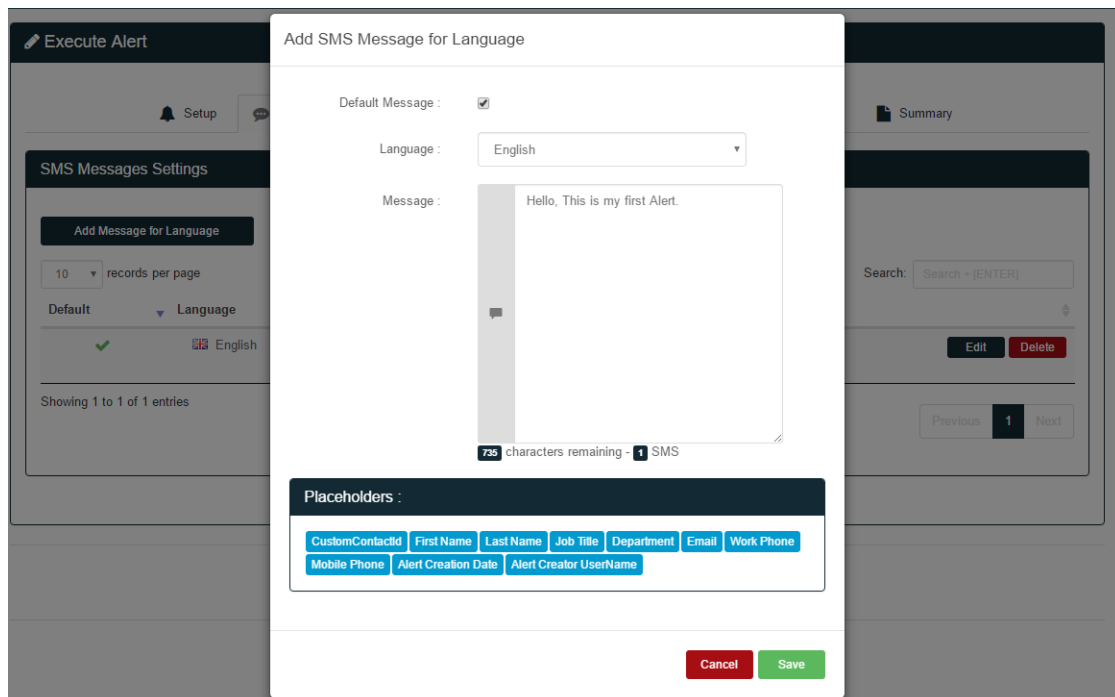
Previous 1 Next

Previous Cancel Next

© 2016 - The Ring Ring Company - Crisis Communication Center V4.0 - Server : WEB04

Figure 13 The SMS tab of a new alert.

In the SMS Messages tab of the alert wizard, you can define what SMS will be send for the alert.



Add SMS Message for Language

Default Message : ☒

Language : English

Message : Hello, This is my first Alert.

736 characters remaining - 1 SMS

Placeholders :

CustomContactId First Name Last Name Job Title Department Email Work Phone

Mobile Phone Alert Creation Date Alert Creator UserName

Cancel Save

Figure 14 The new SMS window with the placeholders visible.

When configuring your SMS, you can define the language and decide if it is the default message to be used.

The default message is used when there is no SMS for the language defined in the profile of the end user.

The placeholders refer to each contact individually. This allows you to personalize the message to each end user, by using for example his name or last name.

By using the placeholders, you do enter a variable in the SMS' length. We do not take into account the length of the real value of a placeholder. Please keep that in mind if you are limited in the amount of characters you sent.

The answers to CrisisCommunicationCenter's SMS are limited to the following lists.

Answers considered as 'Accepted':

- ok
- oké
- yes
- ja
- oui
- 0k
- 0ké
- 0ui

Answers considered as 'Declined' or 'Rejected':

- no
- nee
- non
- n0
- n0n

3.4 Voice configuration

Execute Alert

Setup

SMS Messages

Voice Messages

Email Messages

Groups & Contacts

Summary

Voice Messages Settings

Add Voice for Language

10 records per page

Search: Search + [ENTER]

Default	Language	Alert Message	
✓	English	New voice	<p>Edit</p> <p>Delete</p>

Showing 1 to 1 of 1 entries

Previous 1 Next

Previous

Cancel

Next

Figure 15 The Voice tab of a new alert.

Add Voice Message for Language

Press 1 to confirm or 2 to reject. To repeat the message press 0.

Default Message : ☐

Language : English

Message :

Your Message

2000 characters remaining

Placeholders :

CustomContactId

First Name

Last Name

Job Title

Department

Email

Work Phone

Mobile Phone

Alert Creation Date

Alert Creator UserName

Cancel

Save

Figure 16 The new Voice Message window with the placeholders visible.

The window to create a new voice configuration adds some extra fields. You need to define the menu, a confirmation message and a rejection message.

As mentioned, if the user press 1, it is accepted, 2 it is rejected and 0 replays the entire message. Do not forget to tell that to the end user when creating your message to be able to retrieve his feedback.

Ex: There is a fire in block A. Please go to nearest fire emergency exist. Confirm this messages by pressing 1, decline by pressing 2 or press 0 to listen to this message again.

The messages you type will be generated in Text-To-Speech on the fly during your alert.

3.5 Email configuration

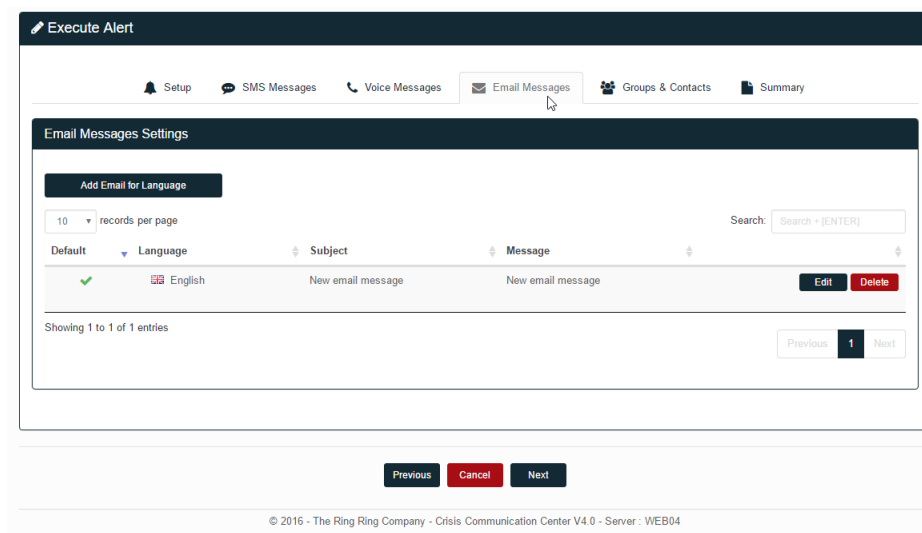
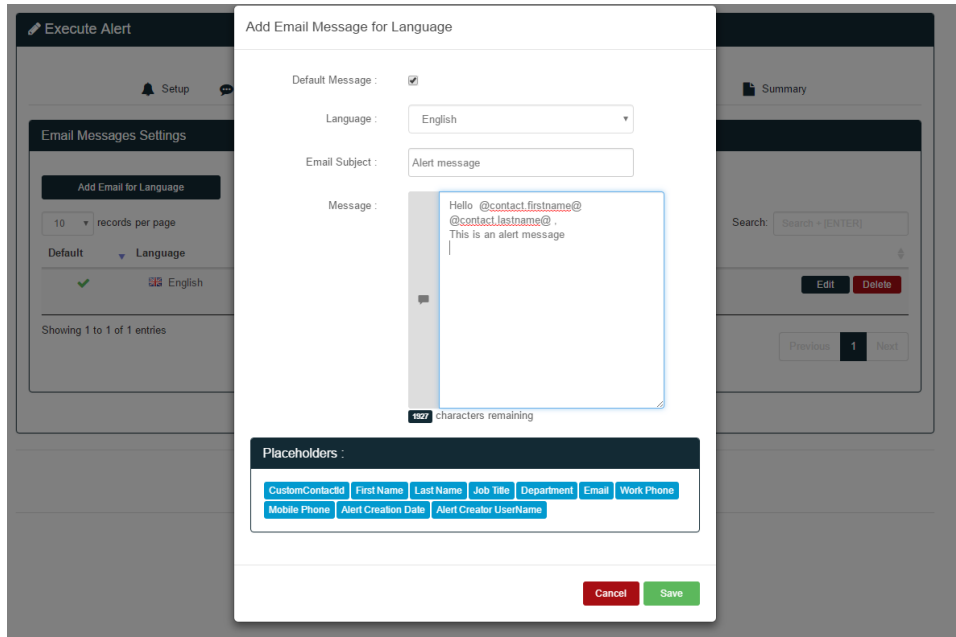


Figure 17 The Email tab of a new alert.



Add Email Message for Language

Default Message : ☒

Language : English

Email Subject : Alert message

Message :

Hello @contact_firstname@
@contact_lastname@ .
This is an alert message

1127 characters remaining

Placeholders :

CustomContactId	First Name	Last Name	Job Title	Department	Email	Work Phone
Mobile Phone	Alert Creation Date	Alert Creator UserName				

Cancel Save

Figure 18 The new Email window with the placeholders visible.

The new Email window adds an Email Subject field. This allows to define the email of the subject that will be send to your contacts.

3.6 Contacts configuration

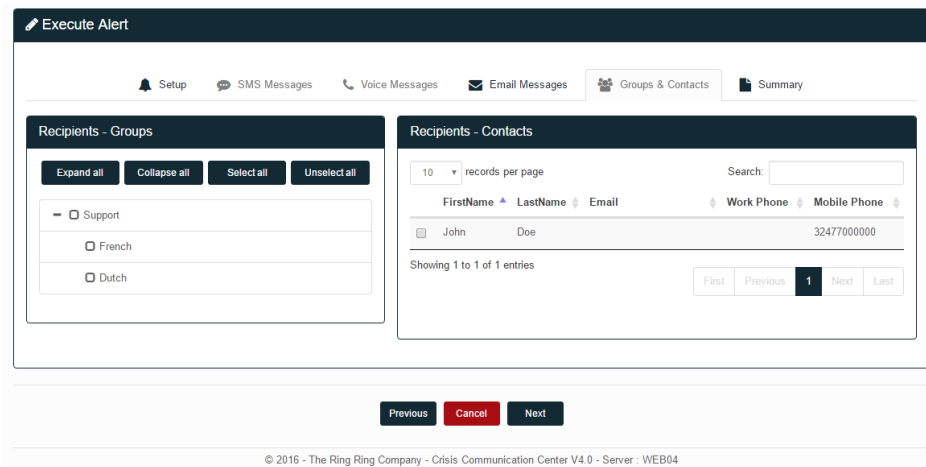
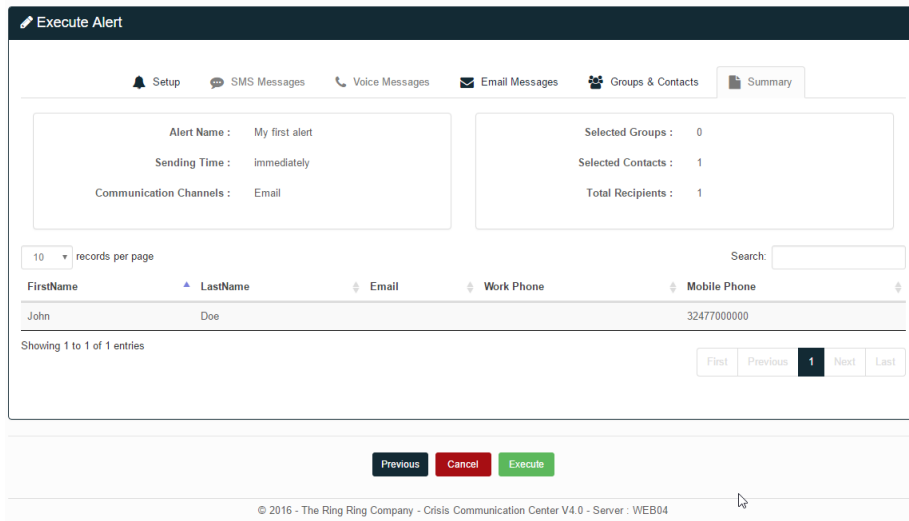


Figure 19 The Contacts tab of a new alert.

You can select contacts individually, select groups or even mix both when selecting all the contacts you need.
As mentioned before, contacts must be ready when sending an alert.

3.7 Sending the alert



The screenshot shows the 'Execute Alert' confirmation screen. At the top, there's a dark header with the title 'Execute Alert' and a pencil icon. Below the header is a navigation bar with tabs: Setup, SMS Messages, Voice Messages, Email Messages, Groups & Contacts, and Summary. The 'Summary' tab is selected. The main content area is divided into two columns. The left column contains the alert configuration: Alert Name: My first alert, Sending Time: Immediately, and Communication Channels: Email. The right column shows summary statistics: Selected Groups: 0, Selected Contacts: 1, and Total Recipients: 1. Below these columns is a table with columns: FirstName, LastName, Email, Work Phone, and Mobile Phone. The table contains one entry: John Doe with Mobile Phone 3247700000. Above the table is a search bar and a dropdown for 'records per page' set to 10. Below the table, it says 'Showing 1 to 1 of 1 entries'. At the bottom of the table are navigation buttons: First, Previous, 1, Next, Last. At the very bottom of the screen are three large buttons: Previous (disabled), Cancel (red), and Execute (green). A footer at the bottom reads: © 2016 - The Ring Ring Company - Crisis Communication Center V4.0 - Server : WEB04.

Figure 20 The confirmation tab.

The last tab, once everything is configured, is a recap. Only when clicking on "Execute" will the alert be send.

An email and an SMS is send to all the administrators to warn that an alert has been triggered.



Summary of your alert

Dear user,

A new alert was launched using website by Hedi. Visit [Crisis Communication Center](#) for more information.

Details of alert :

Alert Name :	My first alert
Sending Time :	03/11/2016 08:23:00
Used Channels :	Sms,Email,
Sms sent:	1
Email sent:	1
Total Contacts :	1
Created by :	Hedi

Sincerely, RingRing

[Portal](#)

[Support](#)

[Docs](#)

[Status](#)

THE RING RING COMPANY, Culliganlaan 2/F, 1831 Diegem - Belgium

© 2016 - The Ring Ring Company S.A.

Figure 21 An example email that is send to the administrators when an alert is triggered.

3.8 Report and follow up

Once the alert sent, you will find it in the reports tab.

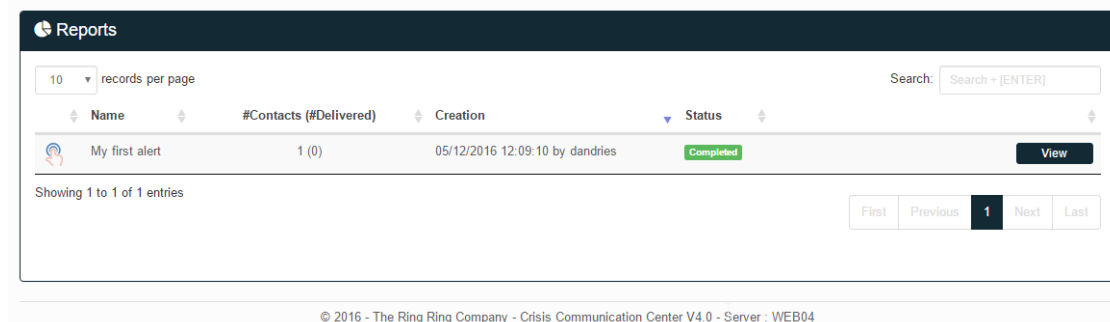


Figure 22 The reports tab show all alerts sent or to be sent between two dates.

If the alert is scheduled in the future, you will be able to either cancel it, or edit some parameters. This will not be possible anymore once the alert is being sent or already sent.

When clicking on View on the line of your alert, you will be redirected to the full report of the alert.



Figure 23 The report view.

The statistics tab allows you to see the result at a glance.

The details tab show you a detailed view for each contact.

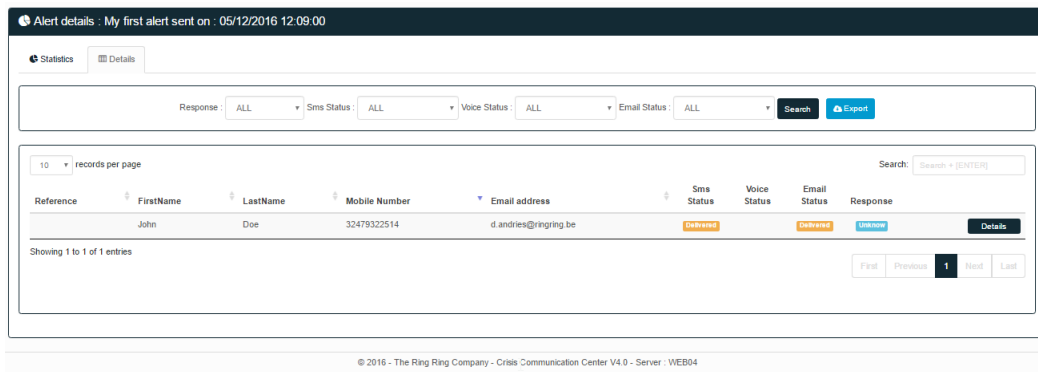


Figure 24 The detailed view for each contact.

Each contact can also be inspected by clicking on Details next to a contact.

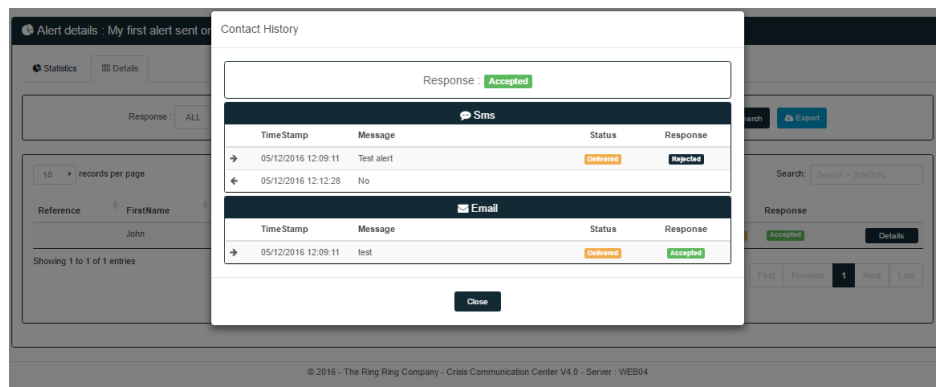


Figure 25 The details view for a specific contact.

3.9 Quick alert trigger

Alert templates (explained in the Settings/Templates part of this guide) are visible on the main page when you login.

You can, from there execute an alert. This will require a second click on send when doing so, to prevent a misfire.

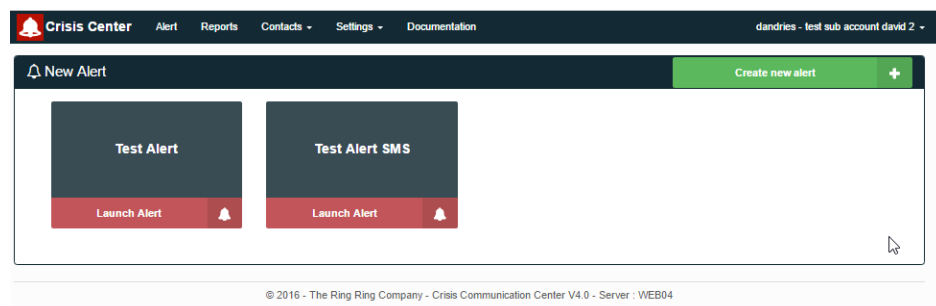


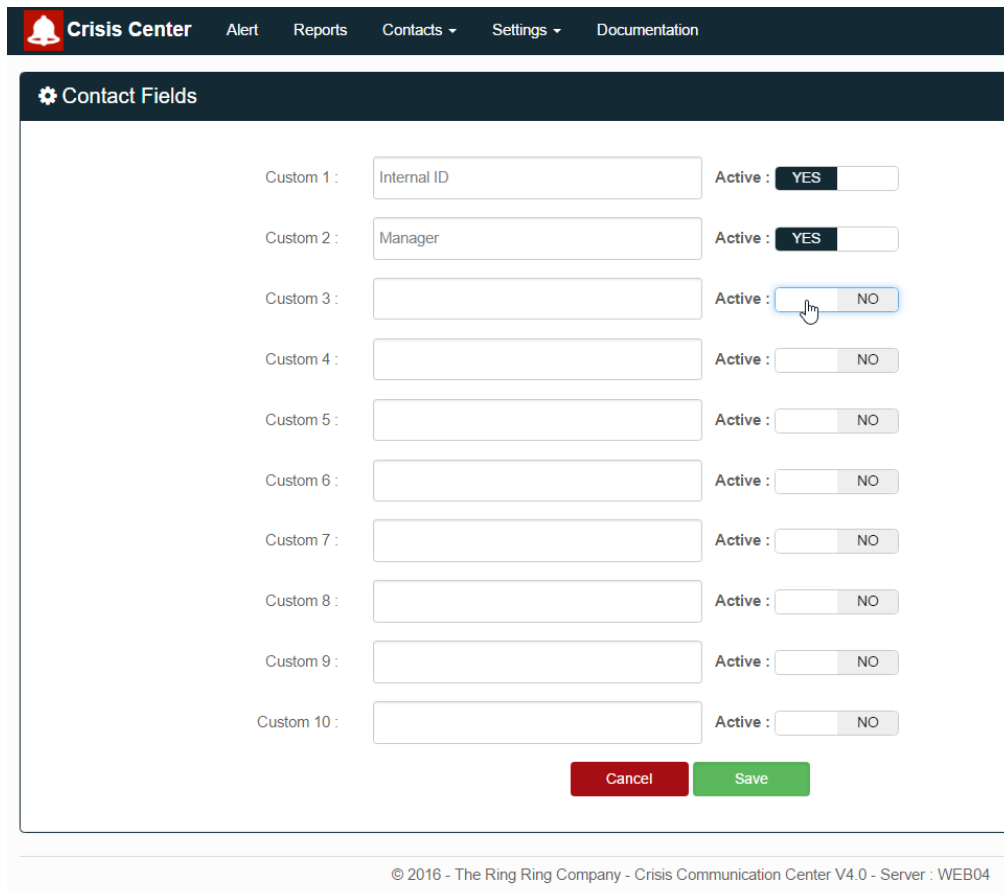
Figure 26 The home page.

4. Settings

[Top ↑](#)

4.1 Contact fields

Before working with your contacts, you might want to define customised fields. Those fields will be used every time a contact is used. You can decide to disable a custom field and enable it back at a later time if needed.



Custom Field	Value	Active
Custom 1 :	Internal ID	YES
Custom 2 :	Manager	YES
Custom 3 :		NO
Custom 4 :		NO
Custom 5 :		NO
Custom 6 :		NO
Custom 7 :		NO
Custom 8 :		NO
Custom 9 :		NO
Custom 10 :		NO

© 2016 - The Ring Ring Company - Crisis Communication Center V4.0 - Server : WEB04

Figure 27 The custom contact fields management page.

4.2 My Profile

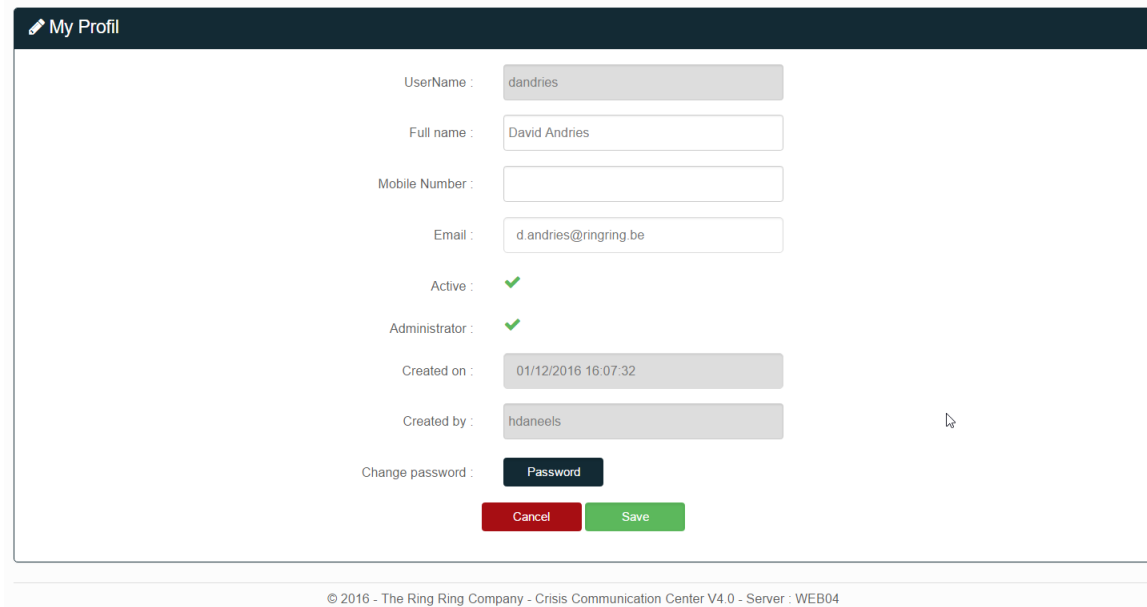


Figure 28 The My Profile configuration page.

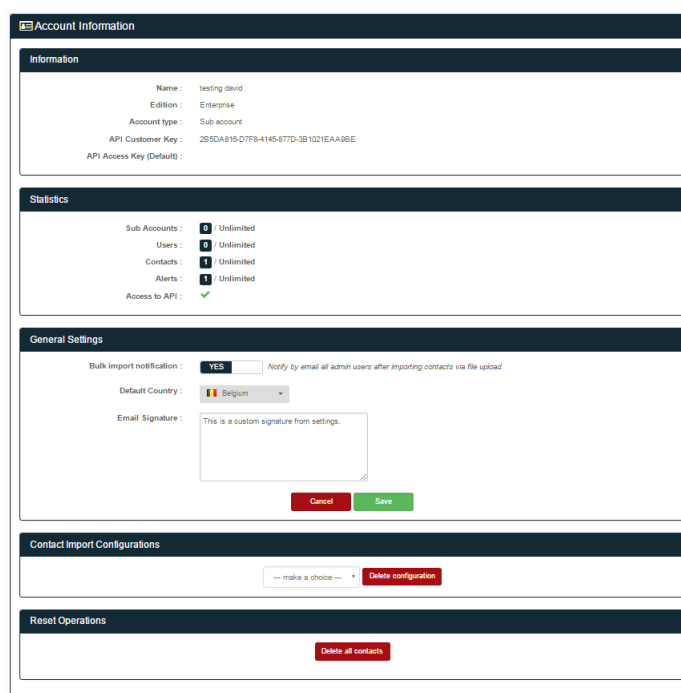
You can change multiple options in this page.

- Your password
- Define your Full Name
- The mobile number that is alerted when a new alert is sent
- Your email address

The following information is also visible.

- The username of the account (this cannot be changed)
- The date of the account creation
- By whom was the account created
- Is the account active
- Does the account have administrator rights

4.3 Account Profile



The screenshot shows the 'Account Information' screen with the following sections:

- Information:** Name: testing david, Edition: Enterprise, Account type: Sub account, API Customer Key: 2B5DA819-D7F8-4145-877D-3B1021EAA0BE, API Access Key (Default):
- Statistics:** Sub Accounts: Unlimited, Users: Unlimited, Contacts: Unlimited, Alerts: Unlimited, Access to API: ✓
- General Settings:** Bulk import notification: YES (Notify by email all admin users after importing contacts via file upload), Default Country: Belgium, Email Signature: This is a custom signature from settings. (Buttons: Cancel, Save)
- Contact Import Configurations:** (Dropdown: make a choice, Button: Delete configuration)
- Reset Operations:** (Button: Delete all contacts)

Figure 29 The account information screen.

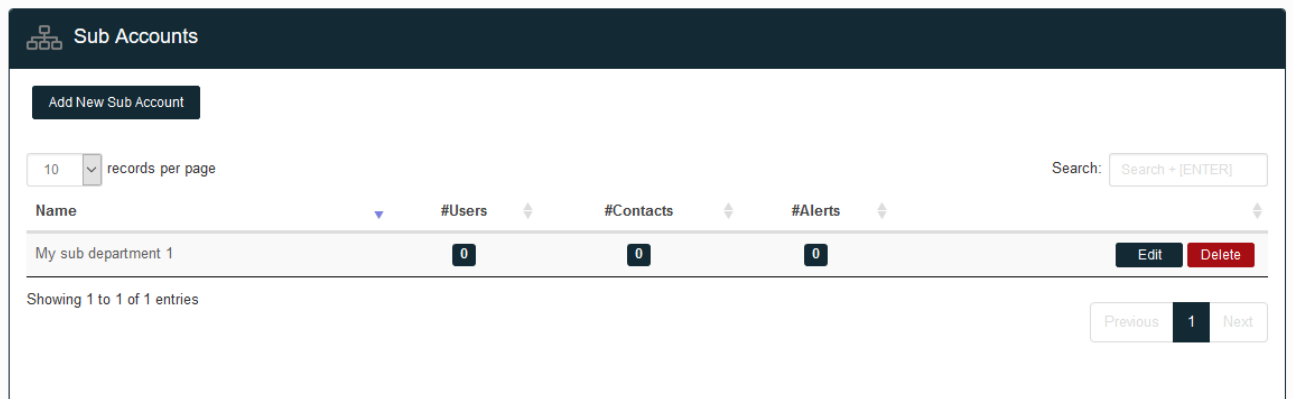
The account information screen allows you to do the following:

- Enable notifications when importing contacts
- Select a default country for your account
- Add an email signature to all your emails
- Remove existing import configurations

You will also find the following information:

- The name of the account
- The edition of the software and its limitations (you will find the latest information on the different editions on <http://www.crisiscommunicationcenter.com>)
- Your API key and your API access key if you have one in your software edition

4.4 Sub Accounts



© 2016 - The Ring Ring Company - Crisis Communication Center V4.0

Figure 30 The sub account management screen.

If your edition allows the use of subaccount, you can manage them in the subaccount menu.

Subaccounts are entirely separated from each other's and have their own environments with own users, contacts, templates, alerts and settings.

Deleting a subaccount will also delete all its users, contacts and alerts.

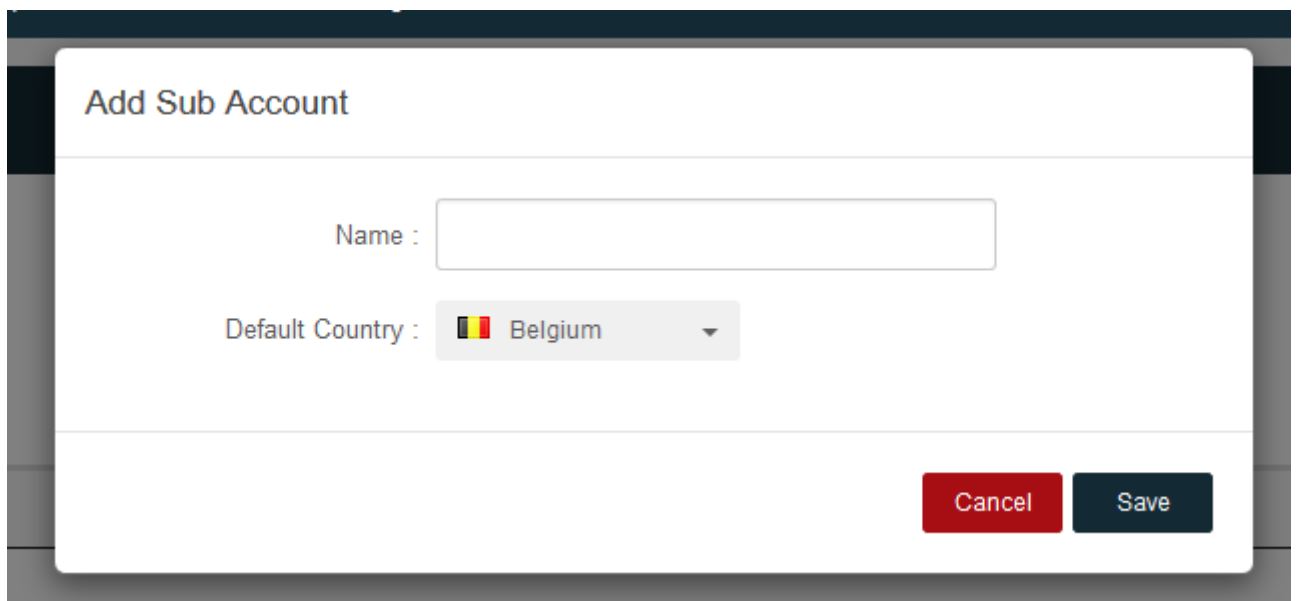
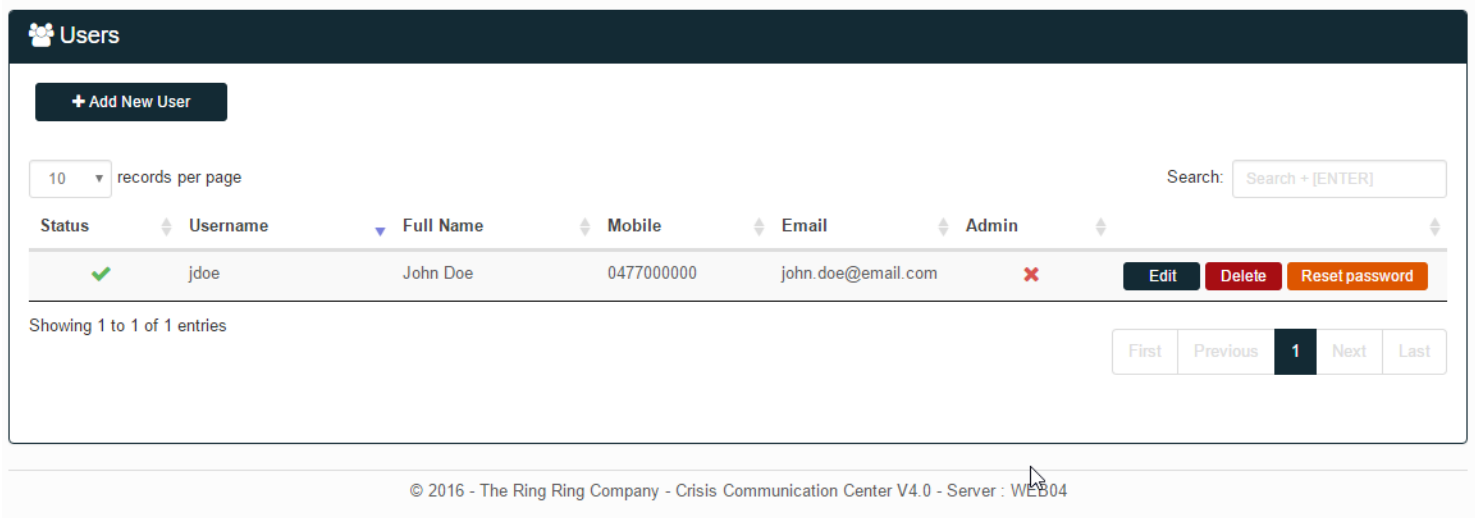


Figure 31 The new subaccount creation page.

4.5 Users



Users

+ Add New User

10 records per page

Search: Search + [ENTER]

Status	Username	Full Name	Mobile	Email	Admin
✓	jdoe	John Doe	0477000000	john.doe@email.com	✗

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

© 2016 - The Ring Ring Company - Crisis Communication Center V4.0 - Server : WEB04

Figure 32 The users screen.

The user screen allows you to create/edit/delete users. You can also reset a password using this page. This will send an email to the user so he can define a new password.

Users who have the administrator status can create other users.

For auditing and security reasons, a user cannot be recreated as it is never removed. This allows us to trace alerts to old users if needed.

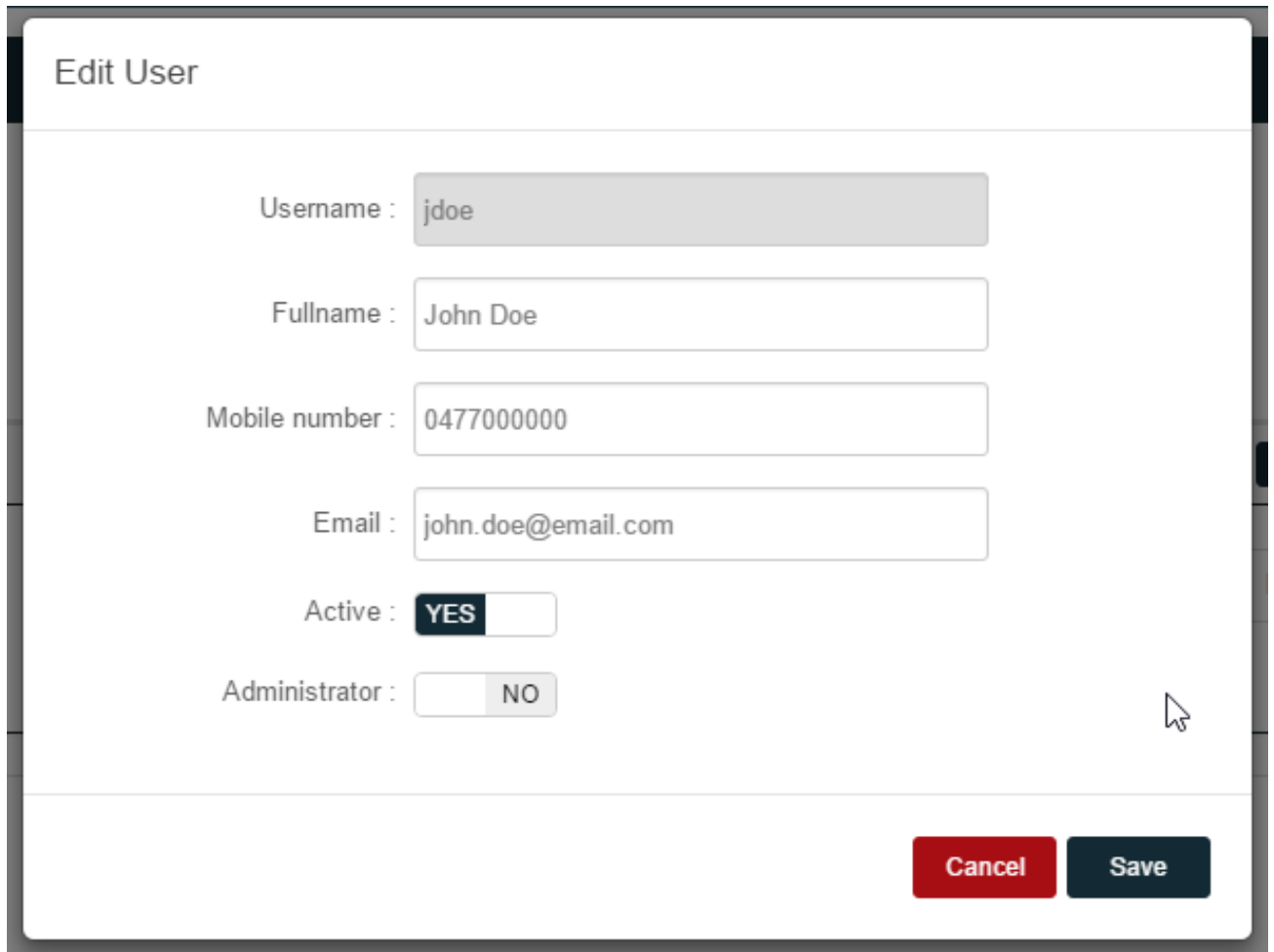


Figure 33 The new user and edit user window.

You do not have to remove a user if you want to block his access. You can simply edit it and set it as inactive.

5. Settings / Templates

[Top ↑](#)

5.1 Alert Templates

Alert Templates

+ Add New Alert Template

10 records per page

Search:

Channel	Name	Description	Created	Last Update	
	Test Alert	Test Alert	05/12/2016 11:18:22 by dandries	05/12/2016 11:18:22 by dandries	<div>Edit</div> <div>Delete</div> <div>How to activate ?</div>
	Test Alert SMS	Test Alert SMS	05/12/2016 11:23:11 by dandries	05/12/2016 11:23:11 by dandries	<div>Edit</div> <div>Delete</div> <div>How to activate ?</div>

Showing 1 to 2 of 2 entries

Previous

1

Next

© 2016 - The Ring Ring Company - Crisis Communication Center V4.0 - Server : WEB04


Figure 34: The Alert templates overview window.


In the alert templates page, you get a clear overview of all templates available to you.


From there, you can edit, delete and create new alerts.


The how to activate link gives you the API information to launch the alert programmatically.


New

 Setup

 SMS Messages

 Voice Messages

 Email Messages

 Groups & Contacts

Name

My first template

Description

This is my first template

Communication Channels

☒ Sms
☒ Voice
☒ Email

Trigger Methods

☒ Trigger By Mobile

Cancel

Next

© 2016 - The Ring Ring Company - Crisis Communication Center V4.0 - Server : WEB04

Figure 35: The API link for your alert.

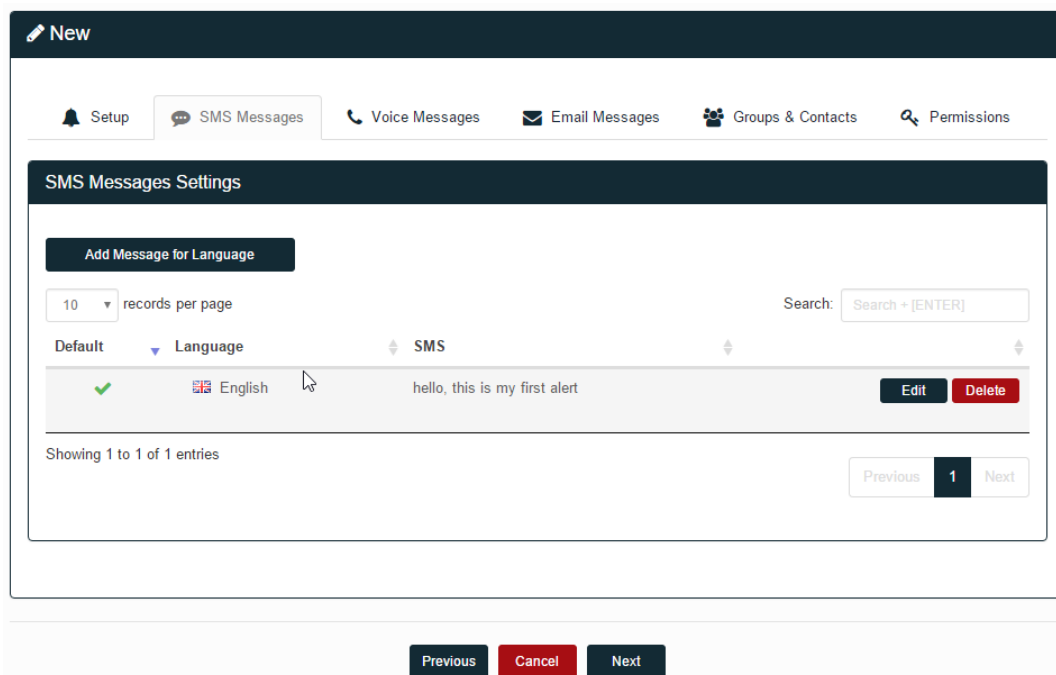
Figure 36: The configuration window of your alert.

When creating a new Alert template, you first need to define the name of the alert and a description, which is optional.

You will have to choose which medium you want to use for your alert.

If you have purchased the option, you can enable the trigger by mobile option. This will allow to trigger this alert remotely by sending an SMS to our system.

If you choose to use the SMS medium, you then need to define the templates you want to use or create new SMS messages for this alert template.



New

Setup SMS Messages Voice Messages Email Messages Groups & Contacts Permissions

SMS Messages Settings

Add Message for Language

10 records per page Search: Search + [ENTER]

Default	Language	SMS
✓	English	hello, this is my first alert

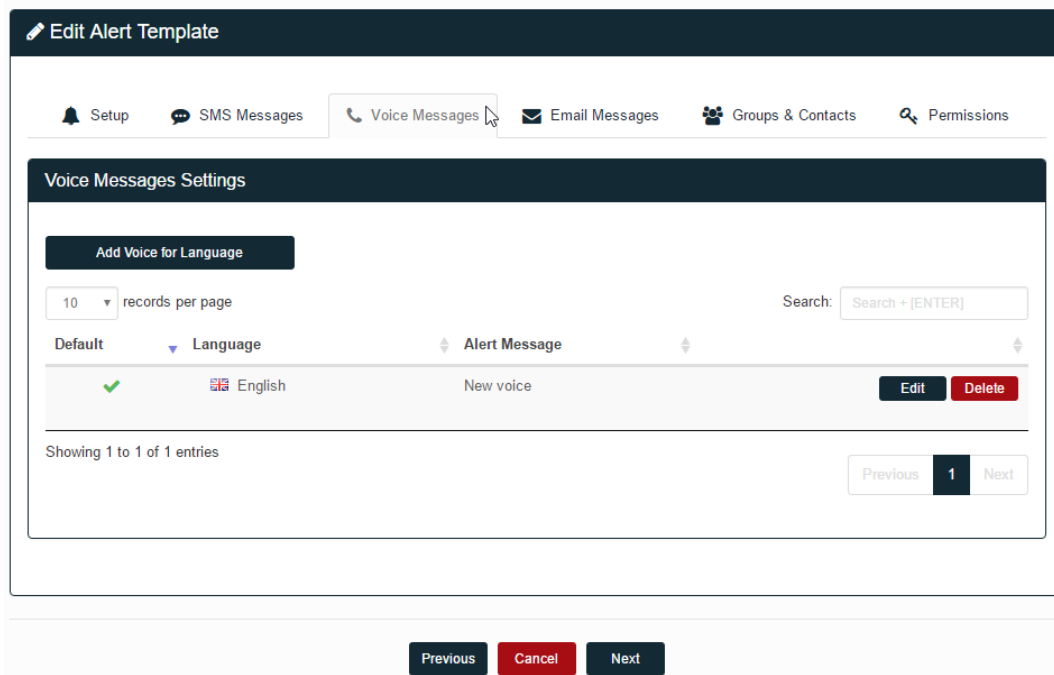
Showing 1 to 1 of 1 entries

Previous 1 Next

Previous Cancel Next

Figure 37: Selecting your SMS messages.

If you choose to use the Voice medium, you then need to define the templates you want to use or create new Voice messages for this alert template.



Edit Alert Template

Setup SMS Messages Voice Messages Email Messages Groups & Contacts Permissions

Voice Messages Settings

Add Voice for Language

10 records per page Search: Search + [ENTER]

Default	Language	Alert Message
✓	English	New voice

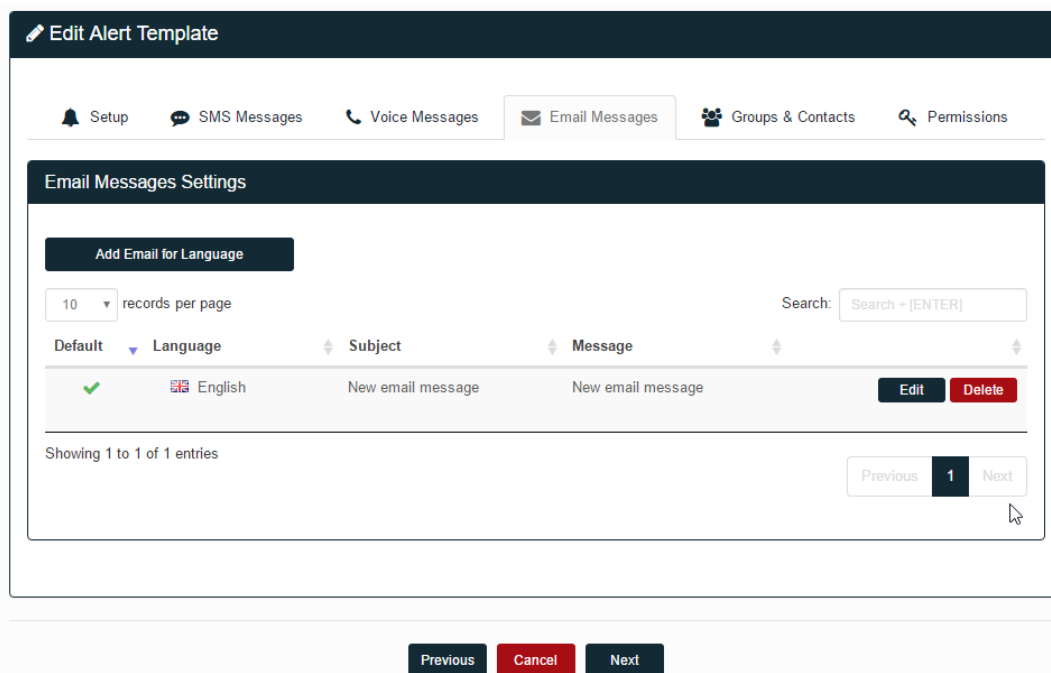
Showing 1 to 1 of 1 entries

Previous 1 Next

Previous Cancel Next

Figure 38: Selecting your Voice messages.

If you choose to use the Email medium, you then need to define the templates you want to use or create new Email messages for this alert template.



Edit Alert Template

Setup SMS Messages Voice Messages **Email Messages** Groups & Contacts Permissions

Email Messages Settings

Add Email for Language

10 records per page Search: Search + [ENTER]

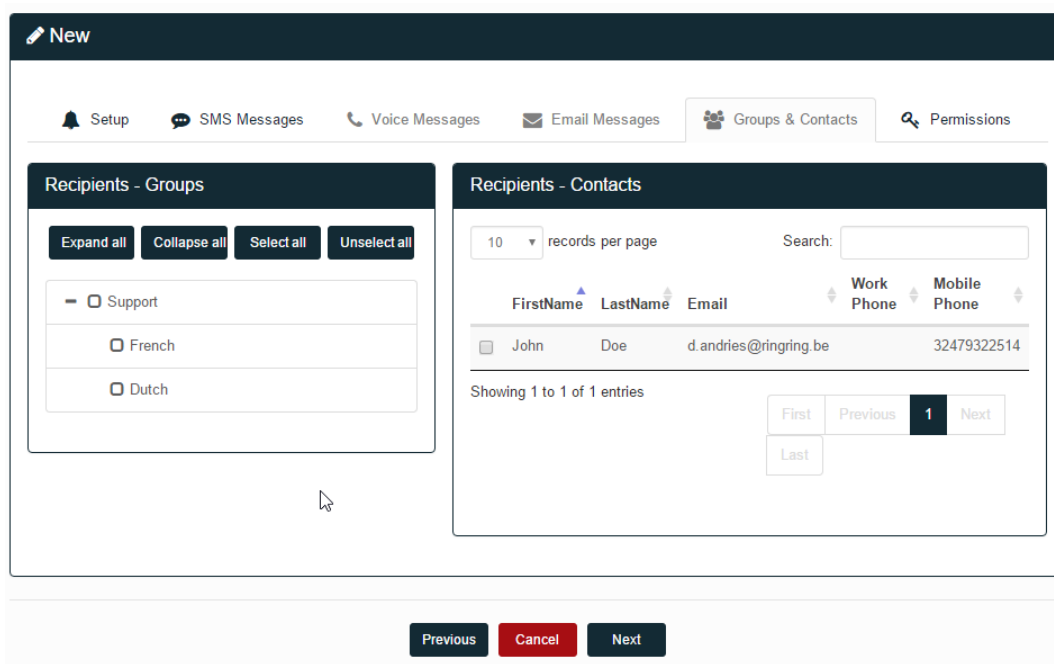
Default	Language	Subject	Message	
✓	English	New email message	New email message	Edit Delete

Showing 1 to 1 of 1 entries

Previous 1 Next

Previous Cancel Next

Figure 39: Selecting your Email messages.



New

Setup SMS Messages Voice Messages Email Messages **Groups & Contacts** Permissions

Recipients - Groups

Expand all Collapse all Select all Unselect all

- Support
- French
- Dutch

Recipients - Contacts

10 records per page Search:

FirstName	LastName	Email	Work Phone	Mobile Phone
John	Doe	d.andries@ringring.be		32479322514

Showing 1 to 1 of 1 entries

First Previous 1 Next

Last

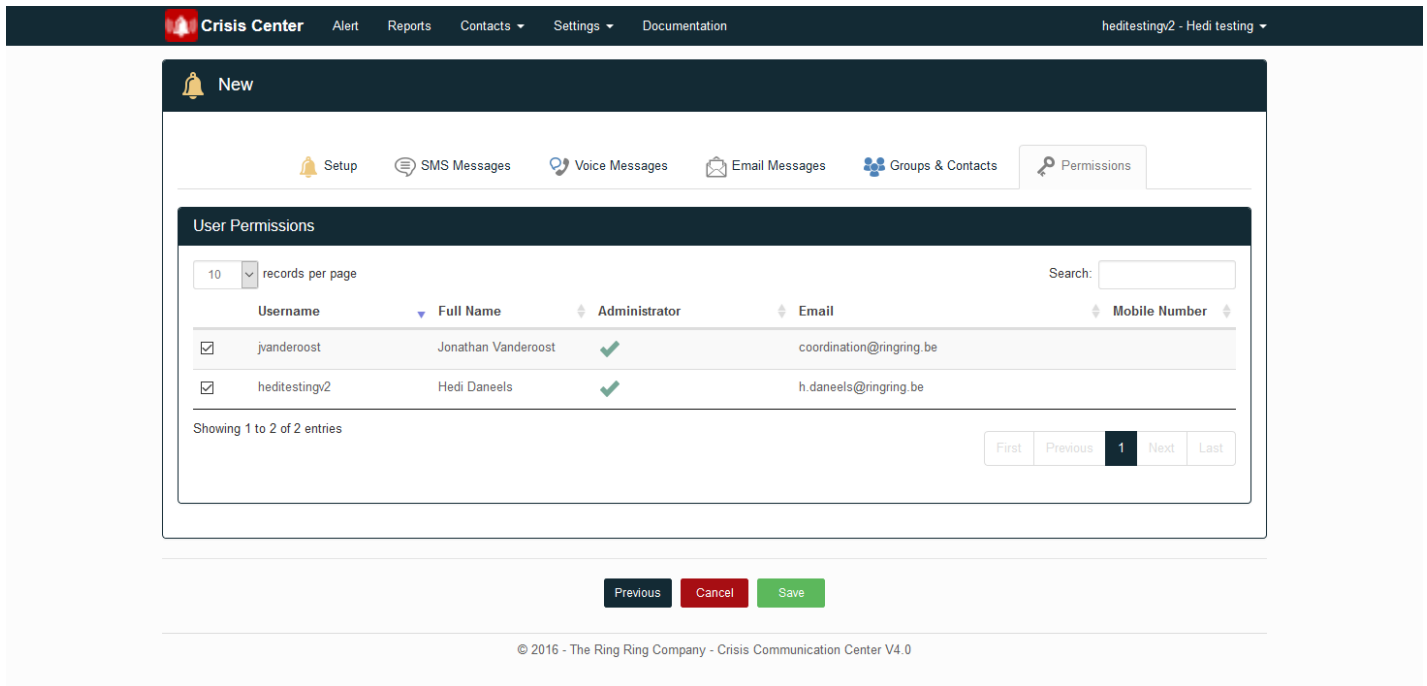
Previous Cancel Next

Figure 40: Selecting your contacts.

You then have to select the contacts that will be alerts. You can select groups, contacts or a combination of both.

The latest information will always be used when triggering an alert. For example, if you remove a contact from a group after creating an alert template, that contact will not be contacted anymore.

The last tab allows you to choose who can trigger that alert template.



Crisis Center Alert Reports Contacts Settings Documentation heditestingv2 - Hedi testing

New

Setup SMS Messages Voice Messages Email Messages Groups & Contacts **Permissions**

User Permissions

10 records per page Search:

Username	Full Name	Administrator	Email	Mobile Number
<input checked="" type="checkbox"/> jvandroost	Jonathan Vanderroost	✓	coordination@ringring.be	
<input checked="" type="checkbox"/> heditestingv2	Hedi Daneels	✓	h.daneels@ringring.be	

Showing 1 to 2 of 2 entries

First Previous **1** Next Last

Previous Cancel Save

© 2016 - The Ring Ring Company - Crisis Communication Center V4.0

Figure 41: Configuring your permissions.

When clicking save, you will get an information page telling you the alert is saved.